

Negotiation and Conflict Resolution Skills for Scientists

Facilitator:

Carl M. Cohen, Ph.D.

President, Science Management Associates

- 8:30 – 8:45 a.m.** **Research: the good, the bad and the difficult.**
In this introductory section of the workshop we will examine work situations that most researchers find difficult to handle. You may be surprised to learn that your problems are not unique but are shared by others. Reviewing these situations will reveal what they have in common.
- 8:45 – 9:30 a.m.** **How do YOU negotiate?**
The first step in improving your effectiveness as a negotiator is to become aware of how you act in difficult situations. We will engage in a role playing exercise that will enable you to examine your own behavior and reactions in tense circumstances. You will learn how to recognize the inner signs of anxiety and anger before they take control of your behavior.
- 9:30- 10:00 a.m.** **What are your preferred negotiation styles?**
Using the information from the previous role-play and a pre-conference questionnaire, you will discover your preferred way of negotiating. This will help you decide where you need to improve your skills.
- 10:00-10:15 a.m.** **Break**
- 10:15 –12:00 p.m.** **Becoming a skillful negotiator**
In this section of the workshop you will learn and apply the key skills and strategies of negotiation. Using role playing exercises you will practice:
- *How to prepare for a difficult discussion or negotiation - the power of interests versus positions*
 - *How to manage yourself in a difficult negotiation*
 - *How to positively influence others in a negotiation*
 - *How to keep a negotiation on track and generate new options*
 - *How to deal with brick walls, flat out rejections and rebuffs*
- 12:00 – 12:30 p.m.** **Lunch**
- 12:30 – 1:30 p.m.** **Using negotiation and conflict resolution skills in real life**
You will use the tools you have learned in a second role playing exercise simulating one of more difficult situations that arise in scientific workplaces. Workshop participants will observe and review their own and others' performance and behavior.
- 1:30 – 2:30 p.m.** **Dealing with difficult people**
As a researcher, whether you work as part of a team or lead your own group you will routinely have to deal with people who will challenge your interpersonal skills. This segment of the workshop will help you identify, cope with and manage people with a variety of difficult behavioral characteristics. Such people may include those who are argumentative, overly critical, micromanagers, chronic complainers, blamers and more.
- 2:30 – 2:45 p.m.** **Review of workshop and the skills presented**
- *Participants will receive a set of guidelines summarizing key elements of the workshop and a reading list.*
 - *Bonus section: Negotiation dirty tricks – how to recognize and counteract them*